



Dean Health Plan, Inc.

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 Madison, WI 53717
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www.deancare.com



Type of Plan	Health Maintenance Organization
Total Number of Members	225,060
Years of Operating Experience	21 years
Total Number of Primary Care Physicians (PCPs)	644 (includes some OB/GYN)
Percentage of PCPs Accepting New Patients	94.5%
Percentage of Board Certified Specialty Care Physicians	88%
Number of Hospitals Affiliated with Plan	28
Number of Urgent Care Facilities	29
Number of Dentists	N/A
Percentage of Dentists Accepting New Patients	N/A

ADDITIONAL INFORMATION

Referral Requirements	A written referral is required for services performed by a provider who is not the Primary Care Provider or is not located at the primary clinic. Referrals to non-Plan Providers must be prior authorized by the health plan before services are received. Dean Health Plan will reply to your referral in writing. Services that do not require a referral, if seen by a Plan Provider, include: chiropractic care, routine vision, Magnetic Resonance Angiography (MRA), Magnetic Resonance Imaging (MRI), respiratory therapy, diagnostic testing, home health care, durable medical equipment sale or rental, oral surgery for covered procedures, and OB/GYN services when obtained from an OB/GYN specialist. Referral requests to providers at Dean Medical Center sites and those clinics in association with the Dean Medical Center are not required.
Prior Authorization Requirements	Prior authorization is required for those services that are indicated in the "Benefits and Services" section of the It's Your Choice booklet. If you are not sure if a service or procedure requires prior authorization, you may call Dean Health Plan Customer Service Department to determine if it's necessary. Your physician, or in some cases, the provider of service should complete and send a prior authorization request to Dean Health Plan prior to the services. Dean Health Plan will reply to your prior authorization request in writing to both yourself and your provider.
Medicare Claims Procedure	Most Plan Providers accept Medicare assignment, in which case the process is fully automated. If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, your provider will then submit the itemized bill and the Explanation of Medicare Benefits to us for processing as the secondary carrier.
On-Line Services	Please use www.deancare.com to get information about Dean Health Plan. Member Information: You can locate policy and benefit information just by entering your group number. All documents are available in a PDF format, making it easy for you to print from your computer. Provider Directory: You can locate participating doctors, hospitals and urgent care centers by city. There is even an option to print a map with driving directions to the provider you chose.
Outpatient Mental Health Network/Policy	A referral is required for outpatient mental health care if services are performed by a provider who is not located at the primary clinic chosen by the member. You should contact your Primary Care Provider to initiate a referral. For treatment of alcohol and other drug abuse, you may obtain treatment at a Plan Provider without a referral.

ADDITIONAL INFORMATION

24-Hour Nurse Line Dean On Call, 1-800-57-NURSE (1-800-576-8773) or locally (608) 250-1393.

PCP Restrictions Primary Care Providers (PCP) may be selected from one of the following specialties: Family Practice, General Practice, Pediatrics, Obstetrics/Gynecology or Internal Medicine. Providers who may be chosen as PCPs are indicated in our Provider Directory. Each family member may choose his/her own PCP.

Quality Improvement Initiatives

- Dean maintains a strong focus on preventive healthcare. Examples of efforts to improve preventive health care include educational interventions with members and practitioners, including reminder system for parents, improve childhood immunization rates; reminder mailing to women age 21 and older that have not received a Pap test in the last three years; and member education and reminder mailings to women age 50 and older to raise awareness about the importance of regular mammography.
- In order to improve their quality of life, members with chronic illnesses, such as diabetes and hypertension, are assisted in managing their disease by being provided with educational information to help them work with their primary care practitioner. Members are sent reminder letters regarding important screenings and tests.

Counties in Service Area	Hospitals in County	Major Providers in County *
Adams	✓ Moundview Memorial Hospital, Friendship	Please refer to our Provider Directory for a complete listing of all available Plan Providers. You may contact our Customer Service Department at (608) 828-1301 or 1-800-279-1301 to obtain a current Provider Directory or visit our web site at www.deancare.com .
Columbia	✓ Columbus Community Hospital ✓ Divine Savior Hospital, Portage	
Dane	✓ St. Marys Hospital, Madison ✓ Stoughton Hospital, Stoughton	
Dodge	✓ Beaver Dam Community Hospital ✓ Watertown Memorial Hospital ✓ Waupun Memorial Hospital	
Dubuque, IA	✓ Finley Hospital	
Fond du Lac	✓ St. Agnes Hospital	
Grant	✓ Boscobel Memorial Hospital ✓ Lancaster Memorial Hospital ✓ Southwest Health Center, Platteville	
Green	✓ The Monroe Clinic Hospital	
Green Lake		
Iowa	✓ Upland Hills Health, Dodgeville	
Jefferson	✓ Fort Health Care, Inc.	
Juneau		
Kenosha		
Lafayette	Memorial Hospital of Lafayette County, Darlington	
Marquette		
Racine	✓ Memorial Hospital of Burlington	
Richland	✓ Richland Hospital	
Rock	✓ Beloit Memorial Hospital ✓ Memorial Community Hospital, Edgerton ✓ Mercy Hospital, Janesville	
Sauk	✓ Reedsburg Memorial Hospital ✓ Sauk Prairie Memorial Hospital, Prairie du Sac ✓ St. Clare Hospital, Baraboo	
Vernon	✓ St. Joseph's Memorial Hospital, Hillsboro	
Walworth	✓ Lakeland Medical Center, Elkhorn	
Waukesha	✓ Oconomowoc Memorial Hospital	

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number listed above.